

# **Privacy Notice for Energy Bills Support Scheme Alternative Funding (EBSS AF) and Domestic Alternative Fuel Payment Scheme Alternative Funding (AFP AF)**

## **Purpose for processing your information**

Applications to the Government's EBSS AF and AFP AF are made to the Department for Energy Security and Net Zero (DESNZ). DESNZ share these applications with the local authority for the purpose of additional verification of the application, assessing the application and to make payment. The outcome of the decision will be fed back to DESNZ along with any supporting evidence used by the local authority to inform the assessment decision.

Your information is required to enable applications to be assessed quickly and accurately and to verify entitlement to the scheme.

Sharing of information between DESNZ and the local authority is to allow the scheme to be administered and to enable the outcomes to be monitored.

Your information may also be used to prevent or detect fraud or where we think there may be a risk of serious harm or threat to life.

Where the law allows us to, we may also use your information to inform you of other services that may be of benefit to you, such as if there are benefits you may be entitled to.

## **We collect the following information:**

Details about you includes, but is not exclusively, the items listed below. Some of this information will be captured in your application to DESNZ which will then be shared with the local authority.

- Name
- Address
- Date of Birth
- National Insurance Number
- Contact details including telephone number and email
- Bank details
- For care home residents – evidence that care is not fully funded
- Evidence of residency
- Evidence of use of alternative fuels if applying for AFP AF e.g. receipts
- Details of who else lives in your household and the above details for them as well as for yourself

Information may also be required about other people in your household to help us understand whether an award has previously been made. You should advise them that their information will also be processed.

This information is only used for the intended purpose but if we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

## **How we collect your information**

Information could be collected from:

- You
- Department for Energy Security and Net Zero (DESNZ)
- Department for Work and Pensions (DWP)
- Other Council Services such as council tax or Adult services
- Other local authorities
- Third parties such as your care home

Information will be collected using different methods including by letter, email, face-to-face, online forms, secure electronic transfer of information from central government departments mainly DESNZ

## **Who the information is shared with**

The information may be shared with the following:

- You
- Council staff employed to administer EBSS AF
- Council staff employed to administer AFP AF
- Department for Energy Security and Net Zero (DESNZ)
- Department for Work and Pensions (DWP)
- Any external company who are appointed to audit the Council's accounts
- External companies who support the Council in delivering services, such as printing, posting or analysing data for the Council to enable us to advise you of services that you may be interested in
- Other Council Services
- Other local authorities

Third parties where there is a legal gateway that permits it or it is deemed to be in your interest, for example as part of a benefit take-up campaign.

Information will usually only be shared to enable quick and accurate assessment of EBSS AF or AFP AF, or to identify services that may be of benefit to you. If we intend to use it for any other purpose; we will normally ask you first. In some cases, the Council may use your information for another purpose if it has a legal duty to do so, to provide a complete service to you, to prevent and detect fraud, or if there is a risk of serious harm or threat to life.

## **How long do we keep your information?**

Your information will be held for up to 7 years after your claim for one of the services was closed

## Your rights and access to your information

You have the right to request a copy of the information that we hold about you.

The General Data Protection Regulations (GDPR) also give you additional rights about the information we hold about you and how we use it, including the right to:

- Withdraw consent and the right to object and restrict further processing of your data; however, this may affect service delivery to you.
- Request to have your data deleted where there is no compelling reason for its continued processing and provided that there are no legitimate grounds for retaining it
- Request your data to be rectified if it is inaccurate or incomplete
- Have your data transferred or copied should you move to another authority
- Not to be subject to automated decision-making including profiling

To submit a Subject Access Request visit our [request page](#)

## If you have any concerns

Please contact us if you would like to know more about the information we hold about you and how we use it

Harrow Council  
EBSS AF  
PO Box 1358  
Harrow  
HA3 3QN

You have a right to complain to us if you think we have not complied with our obligation for handling your personal information; please visit our [Complaints and Compliments page](#)

If you are not satisfied with the Council's response you have a right to complain to the Information Commissioner's Office (ICO). You can report a concern by visiting the [ICO website](#)